

Benefits of Tele-behavioral Health (TBH)

Effective care delivery, added convenience and (in most cases) easier access

Both telephone and video prove effective for those experiencing depression, anxiety, trauma, and substance use.^{1,2,3}

Reduced stigma

Tele-behavioral health may help reduce stigma for clients seeking services.⁴

Quality and outcomes are comparable to in-person care

Substantial evidence shows that TBH is comparable to in-person care when measured by:^{3,4}

- Therapeutic engagement
- Quality of care delivered
- Validity and reliability of care assessments
- Clinical outcome

Clients are satisfied

Clients and treating providers both report positive satisfaction. And clients are more likely to complete treatment with fewer no-show appointments.⁵

Treatment for Substance Use Disorder (SUD) is more effective

SUD treatment completion rates by video are twice that for in-person care (80% vs. 41%). The combination of Medication Assisted Treatment (MAT) with video counseling is now the gold standard.⁶

Health plans are collecting positive data

In 2018, Optum Behavioral Health reported:⁷

- 20% faster appointments for virtual care
- 60% decrease in missed appointments
- 25% reduction in hospitalization rates and lengths of stay
- Effectiveness at least as good as in-person care and often better - people access care sooner.

References:

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2. *Australas Psychiatry*. <https://www.Ncbi.nlm.nih.gov/pmc/article/pmc7387833/>
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6. National Association of State Alcohol and Drug Abuse Directors. "Telehealth in State Substance Use Disorder (SUD) Services." <https://nasadad.org/2015/03/telehealth-in-state-substance-use-disorder-sud-services/>
7. Open Minds. "Is 2019 The Year of the Telehealth Tipping Point?" <https://openminds.com/market-intelligence/executive-briefings/is-2019-the-year-of-the-telehealth-tipping-point/>